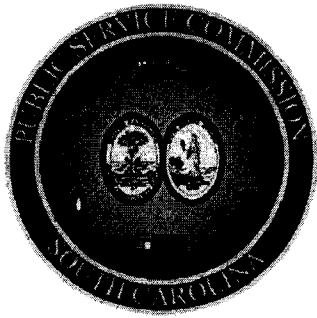


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PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA  
**CLEC QUARTERLY SERVICE QUALITY REPORT**

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME Alternative Phone, Inc

QUARTER / YEAR 4TH / 2009

Reporting Month → OCT NOV DEC

Number of South Carolina Customer Access Lines Provided:

via Resale → 35 37 33

via UNE-P → 0 0 0

via Other Methods →                                 

Total South Carolina Line Count → 35 37 33

Trouble Reports / Access Line (%) → 0.02% 0.0% 0.03%  
(Objective: < 7%)

Customer Out of Service Clearing Times (%) → 100% 100% 100%  
(Objective: > 85% w/in 24 hrs)

New Installs Completed w/in 5 Days (%) → 100% 100% 100%  
(Objective: > 85% w/in 5 working days)

Commitments Fulfilled (%) → 100% 100% 100%  
(Objective: > 85%)

Explanation for Objectives Not Met:

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Does your company use its own switching facilities  
to provide services within South Carolina? → YES ☐ or NO ☒

Person Making Report / Contact Information: Robert Hipke 352-387-1112 roberth@alternativephone.com